GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:19
ANSWERED ON:20.11.2000
MODERNISATION OF POST OFFICES
PAWAN KUMAR BANSAL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the services offered by Indian Post Offices have not kept pace with the developments in other fields and with peoples` genuine expectations; and

(b) if so, the steps taken/proposed to be taken to modernise the Post Offices and to extend postal services to all the new locations coming up in the periphery of cities?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Indian Post Offices have kept pace with the developments in all the fields keeping in view people`s genuine expectations.

(b) The Department has undertaken modernization programme of the Postal System from the beginning of the 8th Five Year Plan. A total of 6257 computer based multipurpose counter machines have been so far in 1445 modernized post offices. These Computerized counters provide multiple services in a single counter to the customers with accuracy and promptness. Over 12 crores transactions per year are being transacted on these machines. Action has also been taken to modernize money transfer system by adopting satellite technology and installation of a network of 77 VSATs during 8th Five Year plan and the network is being upgraded and expanded. About 1.25 crore money orders are being transmitted annually in the existing network. Action has also been taken to automatize processing of mail in major metropolitan cities. Automatic Mail Processing systems have been installed in Chennai and Mumbai during the 8th Five-year plan. About 12 lakhs letters are being processed daily on these systems. Two more Automatic Mail Processing Centres are proposed to be installed during the 9th Five-year plan in Calcutta and Delhi. Forty one (41) registration sorting offices have been computerized during the first three years of 9th Five-year plan with a view to automatize processing of registered and insured articles. Modernization programmes implemented also include computerization in the areas of Saving Bank and Postal Life Insurance, ensuring enhanced customer satisfaction. As a part of its modernization programme, the Department has introduced new premium products, including Speed Post, Business Post, Satellite Post and Greeting Post, which are tailored to meet specific customer needs. During the 9th Five-year Plan, 98 Departmental sub-Post Offices (DSOs) were opened from 1.4.1997 to 31.3.2000 in the urban areas. In the current Annual Plan, there is a proposal to open 45 new DSOs in the urban areas. Opening of new post offices is dependent upon fulfillment of departmental norms and sanctioning of the required posts by the Ministry of Finance.